Interprofesional relations and communication skills: Qualitative research.

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BACKGROUND

Since nurses' relationships with other health professionals are mainly communicative, the need to develop effective communication skills in this relationship becomes more evident.

AIM

To explore the experience of nurses' communicative interactions with other health team members and communication skills developed in their working relationships.

METHODS

- Qualitative descriptive study based on a naturalistic inquiry Approach.
- Purposive sampling, 21 nurses in hospital in centre of Spain.
- Unstructured interviews.
- A coding deductive process using a pre-existing coding system described by Miller & Crabtree.

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RESULTS

1. Communication and sender:

“If a colleague told him or asked him for something, he always yelled back. He did not know how to say things quietly, in a normal way. And if someone shouted at him, he shouted back even louder.” (E 10)

2. Communication and awareness of who has the problem:

“It seems that problems are always others' fault: the director's, the supervisor's or the doctors'. And what we say is being projected on the other, or on the next…” (E17)

3. Communication and recipient:

“Right now, I think we DO NOT listen, we hear the other talking but we do not listen…” (E09)

4. Non-verbal communication:

“Sometimes you arrive at your unit and greet good morning, and there are times when even saying good morning is taken the wrong way.” (E04)

IMPLICATIONS

- There is a need to establish specific training activities to provide nurses with abilities such as empathy, authenticity and unconditional acceptance.

- There is a need to train health professionals in the use of assertive communication.

CONCLUSION

The results of this study highlight the need to broaden nurses' relational communication skills in order to increase job satisfaction.

REFERENCES